

INVESTIGATION INTO SERVICE QUALITY GUIDELINES

D.T.E. 04-116

FIRST SET OF INFORMATION REQUEST OF THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO ALL PARTICIPANTS

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy ("Department") hereby submits the following information requests to all participants with respect to Investigation into Service Quality Guidelines, D.T.E. 04-116.

INSTRUCTIONS

The following instructions apply to this set of Information Requests and all subsequent Information Requests issued by the Department in this proceeding.

1. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and three copies of the responses to Jody M. Stiefel, Hearing Officer. Submit copies of the Company's responses to the information requests to the Department by **10:00 a.m., May 3, 2005**. In addition to filing, all non-proprietary responses should be submitted by e-mail to dte.efiling@state.ma.us, jody.stiefel@state.ma.us, and to the e-mail address of any party required to be served.
2. Each request should be answered in writing on a separate, three-hole punch page with a recitation of the request, a reference to the request number, the docket number of the case and the name of the person responsible for the answer.
3. Do not wait for all answers to be completed before supplying answers. Provide the answers as they are completed.
4. These requests shall be deemed continuing so as to require further supplemental responses if the party or its witness receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
5. The term "provide complete and detailed documentation" means:

Provide all data, assumptions and calculations relied upon. Provide the source of and

basis for all data and assumptions employed. Include all studies, reports and planning documents from which data, estimates or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting work-papers.

6. The term "document" is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, handwritten notes, records or reports, bills, checks, articles from journals or other sources and other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.
7. If any one of these requests is ambiguous, notify the Hearing Officer so that the request may be clarified prior to the preparation of a written response.

Requests

DTE-A 1-1. Regarding customer notice and customer service guarantees, please describe the following:

- a) the process that would be required (1) to ensure accurate notification of planned interruptions to customers on the affected circuit, and (2) to accurately track and provide a customer credit to all affected customers of record; and
- b) any proposed new process to ensure accurate appointment notification, rescheduling appointment, and credit for service appointment service guarantee.

DTE-A 1-2 Regarding standardization of service quality benchmarks, please identify those service quality measures that could be standardized on a state-wide basis. Explain.

DTE-A 1-3 Please refer to the existing Service Quality Guidelines, Attachment 1, at 15-16, where the electric distribution companies are required to report outage information.

- a) Comment on whether the required outage information in the Service Quality Guidelines is adequate and correlates to the outage information that local electric distribution companies maintain and use for calculating service quality calculation, including system average interruption

duration index (“SAIDI”), system average interruption duration index (“SAIFI”), customer average interruption frequency index, and momentary average interruption frequency;

- b) If the required outage information is not considered adequate, please provide a list of additional outage information that would be necessary to correlate to the outage information used in the service quality calculation.

DTE-A 1-4 Regarding the proposed IEEE Standard 1366-2003, please explain:

- a) its level of conformance to the level of minimum performance required under the existing Service Quality Guidelines, i.e., performance level should not be below those levels that existed in 1997 or the existing SAIDI and SAIFI benchmarks;
- b) whether this proposed IEEE standard meets the statutory requirement of minimum performance measurements; and
- c) whether this standard provides an incentive for local electric distribution companies to avoid minimizing interruption durations once the threshold hits a low point and window for the excludable events increase.